

S/N 09/379,385

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Kevin Garcia et al.	Examiner:	Thomas A. Dixon
Serial No.:	09/379,385	Group Art Unit:	3629
Filed:	August 23, 1999	Docket:	2046.087US1
Title:	METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM		

NOTIFICATION OF CHANGE OF CORRESPONDENCE ADDRESS

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Applicants respectfully request that all future correspondence in the above-identified patent application be addressed to:

**Customer Number 21186**, whose address is:

**Schwegman, Lundberg, Woessner & Kluth, P.A.**  
**P. O. Box 2938**  
**Minneapolis, MN 55402**


Respectfully submitted,

KEVIN GARCIA ET AL.

By Applicants' Representatives,

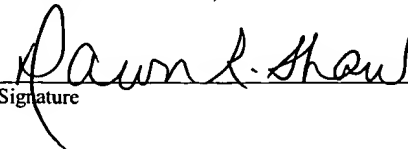
SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.  
P.O. Box 2938  
Minneapolis, MN 55402  
408-846-8871

Date 12/13/04

By   
Andre L. Marais  
Reg. No. 48,095

CERTIFICATE UNDER 37 CFR § 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450, on this 13 day of December, 2004

Dawn R. Shaw  
Name

  
Signature